

# 3in1 Tool



## Frequently Asked Questions

Version 3.5 - December 2012



Joint Contingency Contracting System



Defense Logistics Agency

Table of Contents

Installation ..... 1

User Registration..... 1

Login ..... 2

AOR/Office Setup..... 3

Provisioning..... 3

Clearance..... 4

SF44s/Reports..... 5

General Workstation..... 6

Device ..... 6

Miscellaneous ..... 8

# 3in1 Tool FAQs



For all 3in1-related questions, contact: [3in1support@dla.mil](mailto:3in1support@dla.mil)

## 3in1 Technical Support

### Q. Who do I call or e-mail if I have a problem or question regarding the 3in1 Tool?

- A. Contact the 3in1 SME at 311-824-4024 / [3in1support@dla.mil](mailto:3in1support@dla.mil). The e-mail address is the group box for the SME and the 3in1 team in the States. The current SME is Mr. Jim Van Sickler (see his contact information below).

If you're having connectivity issues with the device or Workstation, please call Jim – don't wait. He may have the solution/workaround for you or will start working with your J6 to solve the issue. Please refer to the online Help in the Workstation or read the 3in1 Training Manual. They contain detailed instructions and illustrate step-by-step most of the operations you'll perform on the device and Workstation. The 3in1 web site is: <https://www.jccs.gov/olvr>

Jim Van Sickler, 3in1 SME/Administrator  
CJTF-HOA CCO  
DSN 311-824-4024  
Cell: +253-77-013979  
3in1 Support Issues: [3in1support@dla.mil](mailto:3in1support@dla.mil)  
NIPR: [james.vansickler@usafricom.mil](mailto:james.vansickler@usafricom.mil)  
SIPR: [james.vansickler@usafricom.smil.mil](mailto:james.vansickler@usafricom.smil.mil)

## Installation

### Q. A "DCOM" error message is displayed after launching the SQL Server 2005 Express installation, and the install fails. Why did this happen and what can I do?

- A. The Distributed Transaction Coordinator (DTC) service is stopped and the Startup Type may be set to disabled. Set the Startup Type to Automatic and start the service. Go to "Add or Remove Programs" and remove the SQL Native Client. Restart the SQL Server 2005 Express installation. If the installation succeeds, stop the DTC service and set the Startup Type to Disabled.

## User Registration

### Q. How do I register and approve a user for 3in1?

- A. Instruct the user to register at the 3in1 Workstation *Login* screen (alternatively, you can do this for them and have them change their password later). Once this is complete, log in to the 3in1 Workstation and select Set Up, Manage User Roles.

Select the newly-registered user, ensure that they requested the correct user role (edit this if necessary), and approve the user by marking the Approved check box.

## Login

### **Q. What do I do if I am locked out of the 3in1 Workstation?**

- A. If you unsuccessfully attempt to log in to the Workstation three consecutive times within a 20 minute period, you will be locked out for 20 minutes. After the 20 minute lockout period, if you again unsuccessfully attempt to log in three consecutive times (for a total of 6 unsuccessful login attempts within a 60 minute period), you will be locked out permanently until a System Admin/3in1 helpdesk unlocks you.
- A. In order to avoid this, after the first round of unsuccessful login attempts (perhaps even after the first or second time you unsuccessfully enter your password), reset your password by clicking the Forgot PW button at the 3in1 *Login* screen. You will be asked to complete a set of security questions with answers that you provided during your 3in1 registration, and then enter a new password. Keep in mind that this will reset the password for the 3in1 Workstation only. You should also change the password for the device so that you don't have to remember two different passwords. If you become locked out permanently, send an email with your digital signature to the 3in1 helpdesk and they will reset your Workstation and device passwords.

### **Q. What do I do if I have been locked out of the 3in1 device?**

- A. If you unsuccessfully attempt to log in to the device three consecutive times within a 20 minute period, you will be locked out for 20 minutes. After the 20 minute lockout period, if you again unsuccessfully attempt to log in three consecutive times (for a total of 6 unsuccessful login attempts within a 60 minute period), you will automatically be asked to complete a set of security questions with answers that you provided during your 3in1 registration, and then enter a new password. Keep in mind that this will reset the password for the 3in1 device only. You should also change the password for the Workstation so that you don't have to remember two different passwords. If you encounter difficulty, send an email with your digital signature to the 3in1 helpdesk and they will reset your Workstation and device passwords.

### **Q. How do I reset my password for the 3in1 Workstation and/or device?**

- A. If you have been locked out of 3in1, contact the 3in1 helpdesk and they will reset both your Workstation and device passwords. If you have not been locked out, but would like to change your password, go to the 3in1 Workstation *Login* screen. Click the More button, type in your old password and new password twice, and click

Logon. It is recommended that you also reset your device password at the same time, so that you don't have to remember two different passwords (the device and Workstation do not sync passwords after the initial provisioning). To reset your device password, click the Reset Password button at the 3in1 device *Login* screen and follow the prompt.

**Q. Why do I get the “User is not an approved user” message when I try to log into the 3in1 Workstation?**

- A. You have registered for 3in1, but your system role/access has not yet been approved by the appropriate authority. Please contact either your Resource Manager if you are registered as a Paying Agent, or your Contracting Officer if you are a Field Ordering Officer, or contact a System Admin if you are registered for different role to request approval.

## **AOR/Office Setup**

**Q. How do I create groups within an office and assign users to that group?**

- A. On the Workstation main menu, select Set Up, AOR Admin, and select the appropriate AOR from the AOR dropdown list. Select the appropriate office from the Offices dropdown list, then click Edit Office. Click the Add button to the right of the Groups table (to add users to an existing group, select the group and click Edit instead of Add). Fill in the Name and Description fields, Mark the checkbox next to each user in the office that should become part of the group, then click Save.

## **Provisioning**

**Q. Why can't I see the Paying Agent in the dropdown list when I try to load a Purchase Request or Cash Advance or provision him/her to a device?**

- A. In the 3in1 Tool, a great deal of functionality relies upon a particular user's approved user roles and associated unit/office. From the Workstation main menu, select Set Up, Manage User Roles and make sure that the PA is approved for the user role of Paying Agent for the correct Finance Office.

**Q. What are the step-by-step instructions to follow when adding the ability to make cash advances on the devices for a PA that has already been authorized on a provisioned device?**

- A. Select File, Profile Management, User Profile on the Workstation. Select the PA you wish to modify. Mark the “Allow Device Originated Cash Advance” checkbox, then select Save. Have the PA trigger a couple of uploads to the prime database on the device. They should see a “Provisioning Update” message on the device. When they log on to the device, they should see the Add Cash Advance button.

**Q. Why can't I see the Field Ordering Officer in the dropdown list when I try to provision him/her to a device?**

- A. In the 3in1 Tool, a great deal of functionality relies upon a particular user's approved user roles and associated unit/office. From the Workstation main menu, select Set Up, Manage User Roles, and make sure that the FOO is approved for the user role of Field Ordering Officer.

## **Clearance**

**Q. Why is a particular user/office/group unable to view orders to clear?**

- A. Ensure that the clearance configuration for the device provision(s) in question are set up properly. To do this, on the 3in1 Workstation main menu, select Device Management, Provision Device, and bring up the device provision (for specific instructions, refer to the 3in1 training manual). Once at the device provision, click the Clearance Configuration tab and review the existing configuration. Add the necessary user/office/group to the clearance configuration. If this does not solve the issue, check to make sure that the affected users are registered to the correct units in File, Profile Management, User Profile, and that the necessary office to units serviced association has been made in Set Up, AOR Administration.

**Q. Why is an order that has been placed not displayed in the Clearance queue or on the Clearance Information report?**

- A. In order for the purchase orders to appear on the Clearance Information report and in the user's Clearance queue, the orders must be paid. Unpaid orders cannot be cleared until the payment is made. If you have a paid order that does not appear on the Clearance Information Report or in the user's Clearance queue, please contact the 3in1 helpdesk for support.

It's also possible that the device serial number is missing from the purchase information uploaded from the device. You'll see this error when you look up the purchase order and select the "FOO Responses and Clearance Status" tab: "An error 'Nullable object must have a value.' occurred..." This issue causes the clearance steps to fail to load. They must be added back manually by the KO or the SME; clearance can proceed normally after that is done. Please e-mail the 3in1support@dla.mil with the affected PIINs so they can fix them.

**Q. Why is the FOO/PA not on the dropdown list on the Clear Purchase Order screen?**

- A. Check to make sure that the affected user is indeed part of the Clearance Configuration for the FOO/PA team's provision. On the Workstation, select Device Management, Provision Device and select the Clearance Configuration tab. It is

possible that the user not been registered to the correct unit; check this by going to File, Profile Management, User Profile. Additionally, verify that the necessary office to unit serviced association has been made in Set Up, AOR Administration. Verify that the user has been approved for the appropriate user role by checking Set Up, Manage User Roles.

**Q. Can I clear my purchases over the Internet?**

- A. Yes. Browse to <https://www.jccs.gov/3in1/> and enter your CAC PIN when prompted. Select the 3in1 Module. Enter your 3in1 User ID and (Workstation) password. Once you've logged in, select Clear Purchase Order to begin. Some users have found that this site is occasionally inaccessible outside the .MIL/.GOV domains. Let the support team know when this occurs.

## **SF44s/Reports**

**Q. Why can't I view an SF44 on the 3in1 Workstation?**

- A. In order to view SF44s on the 3in1 Workstation, both Adobe Reader and MS Word 2007 (or a more recent version; Word 2003 or older will not work) must be installed on the computer. If these items are installed and you still cannot view SF44s, contact the 3in1 helpdesk.

**Q. Why do I get an "Access Denied" or "Error Occurred" message when I try to open an SF44 or run a report?**

- A. "Access Denied" error messages generally mean that you probably do not have the appropriate user privileges for the directory/folder where 3in1 application is installed on your computer. Contact the local System Administrator for your computer and have them give the local account on the computer "Full Access" to the directory/folder (generally C:\Program Files\BTA) where the 3in1 application is installed. Please refer to the 3in1 application Installation Guide for step-by-step directions. If the problem persists, contact the 3in1 helpdesk for assistance.

**Q. I can't open an SF44 when I click View; an error states that Word 2007 should be installed.**

- A. Workaround: Open  
C:\Program Files\BTA\JCCS 3n1 Workstation\Reports\ReportOutput\ or  
C:\Program Files (x86)\BTA\JCCS 3n1 Workstation\Reports\ReportOutput\ and look for the .XML file that contains the PR Number that you're viewing.

## General Workstation

### **Q. Why are one or more users unable to perform specific functions necessary to their role on the 3in1 Workstation?**

- A. Functionality in the 3in1 system is role-based, so different user roles have different sets of allowable functions. In some cases, specific functions are limited to only certain user roles (i.e., a Field Ordering Officer cannot create a purchase request by default, etc). Verify that the affected users have been approved for the necessary user roles in Set Up, Manage User Roles. Additionally, verify that the affected users are registered to the correct units in File, Profile Management, User Profile, and that the necessary office-to-unit serviced association has been made in Set Up, AOR Administration.

## Device (General)

### **Q. How do I change the connection type on the 3in1 handheld device?**

- A. To change the connection type, select the Network Settings button located at the *Login* screen of the device, or if you are already logged into the 3in1 handheld device, go to Tools tab and select Network Setting button. From there, select the appropriate network connection such as Ethernet, Wi-Fi, GSM, or USB.

### **Q. Why can't I change the Ethernet Configuration on the device from Static IP to DHCP?**

- A. If the device is set to "Connect to Local Workstation", the Ethernet configuration is automatically set to Static IP and can't be edited. Make sure the device is set to "Connect to Production" (or the correct environment, if not Production), then set the connection type as DHCP.

### **Q. Why am I receiving an "x509: certificate is not valid" error on the 3in1 device?**

- A. This error is due to the 3in1 device not being set to the current date/time. From the 3in1 Tool device *Login* screen, select General Settings, Device and Database Status. Select the Set Date button and set the current date. Select the Set Time button and set the current time. The x509 error should be eliminated.

### **Q. How do I order more paper for the 3in1 device printer?**

- A. Paper refills are available through GSA Contract #s GS-35-F-0207T (Chiral Software) and GS-35-F-0054X (SDG systems).

### **Q. The F00 has logged onto the device and has zero PIINs. How can this be fixed?**

- A. On the 3in1 Workstation, make sure that the device provision has a current fiscal year set of device entry PIINs. To verify this, bring up the PIIN Blocks tab on the Provision Device screen for the device provision.



If a current set of device entry PIINs already exist, ask the FOO to verify that the device's date and time settings are set to current values. PIINs are associated with the Fiscal Year. If the clock on the device is reset due to a dead/pulled battery, it reverts to 2011. You will have to set the current date/time in order to use the PIINs available for your current Fiscal Year.

**Q. I am trying to load a PR/Cash for a PA, but I can't see the PA in the drop down list.**

- A. On the Workstation, under the AOR setup, ensure that the PA's UIC/Unit is in the Serviced Units list on the Finance Office.

**Q. I am trying to set up a device for a FOO, but I can't see the FOO in the drop down list**

- A. On the Workstation, under the AOR setup, ensure that the FOO's UIC/Unit is in the Serviced Units list on the Contract Office.

**Q. What APN settings do I use for my wireless carrier to enable GSM on the device?**

- A. Enter it on the device through the General Settings, APN Settings menu. See the Training Manual for an illustration.

Here are some of the downrange wireless provider settings (blank means no entry required):

Country	Kenya	Tanzania
APN Name	Safaricom	Zantel
APN	Safaricom	znet
Proxy IP Address	172.22.2.38	
Port	8080	
User	Saf	
Password	Data	
GPRS Activation Steps	Send a blank text message to 445 to get the settings files sent to your cell phone (web, MMS, etc)	SMS "wap" or "internet" to 15098 to get the settings files sent to your cell phone
NOTES	Other providers in the link below	Other providers in the link below
Links	<a href="http://wiki.apnchanger.org/Kenya">http://wiki.apnchanger.org/Kenya</a>	<a href="http://bakadeshi.wordpress.com/t-z-phone-tricks/">http://bakadeshi.wordpress.com/t-z-phone-tricks/</a>

Country	Ethiopia	Uganda
APN Name	ETC	MTN
APN	etc.com	yellopix.mtn.co.ug
Proxy IP Address		10.120.0.138
Port		8080
User		
Password		
GPRS Activation Steps		SMS yellolive to 188 On a data-capable cell phone
NOTES	for Ethiopia TeleCom)	
Links	<a href="http://wiki.apnchanger.org/Ethiopia">http://wiki.apnchanger.org/Ethiopia</a>	

## Device (Making Purchases)

**Q. Why is the (Device) Cash Exchange grayed out and appears unavailable on the Funding tab?**

- A. The Funding tab initially displays the purchase request (PR) and any cash advances submitted against it. Select the PR, and the Purchase Req Details screen will appear. Use your finger or the stylus to select the cash advance for which you want to process the cash exchange. The remaining buttons become active and you can process the cash exchange. NOTE: The print-related buttons become active only if the printer is attached to the device.

**Q. How do I document a purchase where the vendor has rounded up to the next whole number and added it to price on the receipt? e.g. 1369.99 => 1370**

- A. Enter it on the order as a tax. Enter it using Add Other Costs, Tax. In the example above, Tax = .01

**Q. How do I document a purchase where the vendor has rounded down the device-calculated Total to a whole number on the receipt? e.g. 1362.47 => 1350**

- A. Enter it on the order as a fixed discount. Enter it on the device using Add Other Costs, Fixed Discount. In the example above, the Fixed Discount is 12.47.

**Q. How do I document receipt of goods after the purchase has been completed? (This satisfies the third-party receiver entry.) NOTE: It's displayed on the Lookup Purchase Order screen, but does not display/print on the SF44.**

- A. Enter it on the device through the PIIN Log. Select the PIIN, and the Purchase Details are displayed. Select Signatures, Delivery To. Enter the person's information and add their signature in the box, then select Confirm.

## Miscellaneous

**Q. How do I enable digital signatures in Outlook?**

- A. In Outlook 2007:
1. Click on Tools
  2. Click on Trust Center
  3. Click on E-Mail security
  4. Click on Publish to GAL
  5. Click on OK
- Done!